

**CASE CHART**

OFFENSE/ CHARGE	FACTS	WITNESS(S)	INVESTIGATION	DOCUMENTS	LEGAL AUTHORITY
PERFORMANCE BASED ACTION	xxxx	SUPERVISOR CUSTOMER	SPOKE W/ CUSTOMER	WORK LOGS, WAR REPORTS	5 USC § 53, 5 CFR § 531

**PROPOSAL LETTER**

OFFENSE/ CHARGE	PROPOSED PENALTY	SPECIFIC FACTS	CONSIDERATIONS	RIGHT TO REPLY	RIGHT TO REPRESENTATION	NAME OF DECIDING OFFICIAL	CONTACTS FOR MATERIALS/ REGULATIONS

**DECISION LETTER**

REFERENCE PROPOSAL	NATURE OF EMPLOYEE REPLY	CONSIDERATION GIVEN TO EMPLOYEE REPLY	CONSIDERATION OF DOUGLAS FACTORS	DECISION	EFFECTIVE DATE OF RESULTING ACTION	RIGHT TO GRIEVE OR APPEAL